

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

BILLY RAY HINKLE)	
)	
COMPLAINANT)	
)	
v.)	CASE NO. 2005-00025
)	
BUDGET PHONE, INC.)	
)	
DEFENDANT)	

ORDER TO SATISFY OR ANSWER

Budget Phone, Inc. ("Budget Phone") is hereby notified that it has been named as defendant in a formal complaint filed on January 10, 2005, a copy of which is attached hereto.

Pursuant to 807 KAR 5:001, Section 12, Budget Phone is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within 10 days from the date of service of this Order.

Should documents of any kind be filed with the Commission in the course of this proceeding, the documents shall also be served on all parties of record.

Done at Frankfort, Kentucky, this 20th day of January, 2005.

By the Commission

Commissioner W. Gregory Coker did not participate in the deliberations or decision concerning this case.

ATTEST:


Executive Director

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

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RECEIVED

JAN 11 2005

PSC Consumer Services

In the matter of:

Billy Ray Hinkle
(Your Full Name)

COMPLAINANT

VS.

Budget ~~Phone~~ PHONE INC.
(Name of Utility)

DEFENDANT

RECEIVED
JAN 10 2005
PUBLIC SERVICE
COMMISSION

case 2005-00025

COMPLAINT

The complaint of Billy Ray Hinkle
(Your Full Name) respectfully shows:

(a) Billy Ray Hinkle
(Your Full Name)

19 Carp Lane, Woodbine, Ky 40771
(Your Address)

(b) Budget Phone Inc.
(Name of Utility)

PO Box 19360 Shreveport, LA 71149
(Address of Utility)

(c) That: on 8-3-04 I entered into a
(Describe here, attaching additional sheets if necessary,

Contractual arrangement with Budget
the specific act, fully and clearly, of facts that are the reason

Phone Inc. the agreement states
and basis for the complaint)

that each month I pay \$65.67 to

Budget Phone Inc. and in Return

Continued on Next Page

Formal Complaint

Billy Ray HINKLE vs. Budget Phone Inc.

Page 2 of 2

Receive local, expanded area calling,
unlimited long distance, Call waiting,
Call Return, Call forward, Three way calling, Caller ID
for the month of Dec. my bill was due 12-11-04
I paid in full on 12-3-04. yet on 12-5-04 Budget
Phone turned off my long distance service

Wherefore, complainant asks That my long distance
(Specifically state the relief desired.)

service be turned back on and that I
be Returned Money I payed for services
I did not Receive. That Budget phone
have to pay me for lost long distance last
time and money spent trying to get what I payed for
Dated at Woodbine, Kentucky, this 6th day
(Your City)

of Jan., 19 05
(Month)

Bill Hinkle
(Your Signature)

(Name and address of attorney, if any)

stating that because I called a chat line, that only billed long distance charges that I used to many long distance minutes and that I was not aloud to use unlimited long distance to call a chat line even if it did charge only long distance charges. also that even tho they excepted my payment they would no longer give me long distance service and also stated that all my phone services would be turned off on 12-21-04 and no part of my payment would be Return to Me. I Contacted the Public Service Commission and was able to keep my local service on but could not get long distance even tho I had already payed for it. I Recieved my 1-1-05 bill and on it they still are billing me for all services including unlimited long distance even tho I have been without this service since 12-5-04.